ME IT STAFF AUGMENTATION SERVICES CONTRACT

Process Guidelines

Determining the Job Classification

- Work with Ellen Sigl and the CAI Account Management team to identify the best job category for the position and to accurately list the required and desired skills for the position. Feel free to speak to the CAI team before a position title is finalized and the Delivery Order (DO) is initiated.
    - **The better the position description, the better the candidate fit**. Describe your position and the skills required as accurately as possible. Be sure to note which skills are mandatory and which are desired.
    - **It takes time for someone to develop into a well-rounded, experienced worker.** For example, when looking for a Java resource, consider that if you want an individual with 5 years of Java experience and 3 years of other experience, you may want to request an individual with 10+ years of work experience. It takes time to gain the Java experience, subversion experience, etc.
    - **Keep in mind that short-term assignments (less than 12 weeks in duration) may be more challenging to fill**. We are recruiting professional people who likely need to travel for the duration of the assignment. A short-term assignment doesn't allow the person to recoup their temporary relocation costs.
- Estimate the **number of hours** and **resources needed** to meet your needs/timelines.
- Calculate your cost
    - **Fixed hourly bill rate for the position** X **# of hours** X **# of resources**
- Ensure the funds are available and that you have a Delivery Order (DO) number.
    - **Please note:** You won't be able to submit your job announcement (requirement) in the Peopleclick system without the DO.

Entering the Requirement in Peopleclick

- Follow all steps in your Peopleclick Training Guide.
- Customize the generic job description to specifically reflect your need.
    - At the top of the detailed description, indicate if phone or in-person interview will be required
    - Include all key tasks (**A Day in the Life**) and eliminate the ones that aren't required.
    - Give **precise details on required tasks**, as well as names and versions of software being used, applications, database platforms, etc.
- Consult the **Skill Category Matrix** to make sure you have properly classified the skills they will be using.

- Customize the **Required / Desired Skills**.
  - Add unique details or tasks that are not mentioned in the generic description
  - Include the following information and be sure to include years of experience:
    - Network Platform and version
    - Operating System and version
    - Software and version
    - Database and version
- If requesting a specific vendor or person, provide detailed justification as to why.

Interviewing and Selecting a Candidate

- Provide CAI Account Manager (AM) with interview dates/times **before the requirement is released to the vendor network**.
  - **Interview and selection speed is critical to the CAI process.** The State has experienced a number of candidates who accepted and then declined an offer. Most successful recruitments are executed quickly. Here is the ideal timeline of events after the State has completed its internal reviews:
    1. The job announcement (requirement) is released to the vendor network.
    2. The CAI AM forwards **three** qualified candidates within **three** business days.
    3. Interviews are conducted **within one or two business days of receiving the names**.
    4. A candidate is **selected immediately** if he or she is a good fit.
    5. The selected candidate can start **as soon as possible**.
- Return candidate feedback to CAI **within one business day of the interview**.
  - To inform CAI that you have chosen a candidate, click on the **Request Engagement** link on the **Candidate Detail** screen within the Peopleclick system. Be sure to include the following information in the **Comments** field:
    - The candidate name and a brief description as to why he or she was chosen
    - Exact start date
    - To whom the candidate will report
    - To whom the candidate will report on the first day
    - The time and location in which they must report on the first day
    - Additional information (parking, building logistics, security)
    - Time approver
  - To remove a candidate that has been forwarded to you from consideration, click on the **Reject Candidate** link on the **Candidate Detail** screen within the Peopleclick system. Choose a reason as to why they are being rejected, and be sure to include a detailed description as to why he or she is not being chosen. This will help the

State track how well submitted candidates fit the job request. This information will be housed within one centralized location (the Peopleclick system), rather than people's emails. **PLEASE NOTE:** This information is not confidential, so please use discretion when providing feedback.

- Allow for a short interview debrief session soon after the interview to update the CAI AM.
- Select candidate within **one business day of interviews.**
- Start dates should occur **within one week of selection**.

On-Boarding

- Be prepared
  - Have a **work space** and **computer** ready for the candidate on the first day.
- Conduct a first-day orientation session that includes:
  - Project and position overview
  - Expectations
  - Any Agency-specific business processes
- Jim Lopatosky and Victor Chakravarty are discussing preparation of an orientation package for contractors that will be made available to all State users of the contract. When such a package is finalized, it will be distributed accordingly.
- **Please note:** As part of the on-boarding process for CAI, a security agreement is signed by the contractor, and a background check (not fingerprint based) is performed. This information will be stored within Peopleclick.

Approving Time

- Choose a timesheet approver that is familiar with the candidate's workload/schedule.
  - The timesheet approver should be designated and communicated to the AM at the time an engagement request is made.
- Approve timesheets in Peopleclick **by 12:00 PM every Tuesday.**

Evaluating an Individual's Performance

- Complete the evaluation within Peopleclick as soon as you receive the automated email from the system.
  - **Please note:** You can do an evaluation at any time.

Extending an Engagement

- Request extensions **a minimum of 30 days before the engagement is set to expire**. Chances are that if an individual believes their assignment is coming to an end, they are looking for another assignment. So, if you need to continue the individual's assignment, communicate that early.
  - Extension requests include **two components**:

1. A paragraph outlining the business reason for the project extension (change in scope of project, etc.)
2. DO funding and end-date amendment.

- Route extension requests through the Division of Purchases team.
- **Please note:** If the individual is transitioning to a new project, then a new requirement should be used.

- **EXTENSIONS AREN'T COMPLETE UNTIL A DO IS SENT TO CAI.**

Billing

- Plan and finalize billing details when **a new project/recruitment occurs** OR **at the time of extension**.
  - Multiple people and positions can work on one DO.
  - One person can work on multiple projects if they are the same title.
  - A person can even work on multiple projects with different agencies, if it makes sense.
  - Multiple DOs can be used as a funding source OR one DO can be used and the individual's timesheet can track multiple projects.